

Telework Facts

The number of employed Americans who performed any kind of work from home, with a frequency range from as little as 1 day a year to full

time, grew from 41.3 million in 2003 to 44.4 million in 2004, a 7.5% growth rate.

2004 American Interactive Consumer Survey conducted by The Dieringer Research Group

Teleworkers who worked at home during business hours at least one day per month increased in the past year from 23.5 million to 24.1

million, a 2.6% increase. Of that 24.1 million, 16.5 million are self employed, a 4.4% increase over 2003. This 24.1 million represents 18.3

percent of employed adult Americans, nearly one-fifth of the workforce.

2004 American Interactive Consumer Survey conducted by The Dieringer Research Group

In 2003 there were 4.4 million teleworkers working at home with broadband. By 2004 the number soared to 8.1 million, an 84% increase.

2004 American Interactive Consumer Survey conducted by The Dieringer Research Group

According to a huge compensation survey of 1,400 CFOs conducted by Robert Half International, 46% said telecommuting is second only to salary as the best way to attract top talent. However, 33% said telecommuting was the top draw. CFOs were asked, "In your opinion, which one of the following incentives is most effective in attracting top accounting candidates?" Their responses:

Offering higher starting salaries than competitors - 46%

Allowing telecommuting and/or flexible work schedules - 33%

Offering signing bonuses - 5%

Offering extra vacation days - 3%

Benefits/benefit package/insurance - 2%

Other - 3%

Don't know/no answer - 8%

* According to NORTEL, the cost to relocate an employee to another city can run as high as \$100,000. It can

cost \$2,500 just to move an employee from one cube to another.

* More from NORTEL, the entire cost to outfit and equip an employee to telework is made up in the first year if only 3.5 days away from work can be saved, i.e. time lost due to a doctor's appointment, ill child, employee illness, other personal situation that requires time away from an office. That number drops to 1.5 days in subsequent years.

* The more than 100 MDOT (Maryland Department of Transportation) employees who telework represent a 27% increase in productivity in teleworking employees.

* The bottom line, according to Dow Chemical: Administrative costs have dropped 50% annually (15% of which was attributed to commercial real estate costs.) Productivity increased by 32.5% (10% through decreased absenteeism, 16% by working at home and 6.5% by avoiding the commute.)

Dow Chemical

* CCH Inc., an Illinois-based human resource consultant, estimates that businesses lose \$789 in payroll per employee per year because of emergency time off. That means employers with as few as 20 employees lose nearly \$16,000 per year, while large employers with more than 2,000 workers suffer losses in excess of \$1.5 million. And those figures don't take into account the cost of lost productivity or the overtime pay needed to pay others to pick up the slack.

* There were 4 million teleworkers in the US in 1995.

Source, FIND/SVP

* The number of teleworkers in the US increased from 19.6 MM in 1999 to 23.6MM in 2000 to 28.8 in 2001.

Source, ITAC

* The number of teleworkers worldwide in 2003 is expected to be 137 million.

Source, Gartner Group

* 39% of US workers would like to telework, but only 31% feel their employers will let them.

U. of Connecticut Study

* 17% of the workers in Finland telework.

Eustats

- * **AT&T realizes approximately \$150,000,000 in annual savings by teleworking; \$100,000,000 through direct employee productivity, \$35,000,000 through reduced real estate costs, and \$15,000,000 through enhanced employee retention. AT&T 2002-2003 Employee Telework Survey**
- * AT&T teleworkers work an average of 5 more hours per week than AT&T office workers.
Chicago Sun Times, 10/99
- * JD Edwards teleworkers are from 20 to 25% more productive than their office workers.
Chicago Sun Times, 10/99
- * A 40 minute commute equates to 8 working weeks per year.
Colorado Telework Coalition
- * 20% of teleworkers are supervised from out of state.
ITAC, 2000
- * Office space for the average worker costs \$10,000 per year.
- * Telework can cut corporate real estate costs from 25 to 90%.
PC World
- * The manager/staff ratio in a virtual organization is 1:40. It's 1:4 in a traditional office.
Ft. Lauderdale Sentinel
- * American Express teleworkers produce 43% more business than their office workers.
Colorado Telework Coalition
- * 63% of absentee related costs can be saved per teleworker.
- * Compaq teleworkers are from 15-45% more productive.
Colorado Telework Coalition
- * IBM reduced real estate costs in the US by from 40-60%.
Telecommuting Review
- * More than 65 % of teleworkers are employed by companies with fewer than 100 employees.

IDC/LINKFLASH

- * Approximately 22% of teleworkers are employed by companies with more than 1000 employees.

IDC/LINKFLASH

- * 53% of teleworkers say the ability to work at home is important to their employment choice.

ITAC, 1999

- * 65% of home teleworkers are males vs. 44% of non-teleworkers.

ITAC, 2000

- * The average commute of a teleworker when not teleworking is 18 miles.

ITAC, 1999

- * Teleworkers save an average 53 minutes of commuting each day they don't drive to work.

ITAC, 1999

- * Employers can save 63% of absenteeism costs per teleworker per year.

ITAC, 1999

- * Teleworkers typically work 1-2 days per week (5.5days/month) from home.

ITAC 1999

- * 45% of teleworkers have a separate home office space.

ITAC, 1999

- * The potential US employer annual savings through telework from reduced absenteeism, recruiting costs, and from increased productivity could be as high as \$441 billion.

ITAC, 1999

- * 67% of teleworkers are married or from couple households.

ITAC, 1999

- * Teleworker ages: 17%, 18-29 Yrs; 60%, 30-49 Yrs; 22%, 50-64 Yrs.

ITAC, 1999

- * Teleworkers work: 38% of time at their computer, 17% on the phone, 24% on reading,

research & analysis, and 9% in face-to-face meetings.

ITAC, 1999

- * 40% of teleworkers can schedule multiple personal tasks and errands on the same day that they work from home.

ITAC, 1999

- * 26% of teleworkers work before or after hours so they can meet personal tasks and errands.

ITAC, 1999

- * Teleworkers drive 9.3 miles to run errands on days they telework.

ITAC, 1999

- * Commuters, when adding errands to the commute, drive 7.9 additional miles.

ITAC, 1999

- * Home teleworker have 1 PC for work and 1 PC for non-work purposes vs. non-teleworkers who have 0.8 PCs for work and 0.5 PCs for non-work.

ITAC, 2000

- * US Regions w/highest per capita densities of teleworkers are New England, Mountain & Pacific.

ITAC, 2000

- * 33% of Canadians would prefer to telework over a 10% wage increase.

Ekos Research

- * 50% of Canadian households are on the Internet compared to 29% in 1997.

Media Matrix

- * Less than 1% of telecommuters want to stop once they have started to telecommute.

Nortel Networks

- * Industry Canada reports productivity gains of up to 50% by teleworkers.

Trade-Marks Branch

- * Ford, Delta & Intel provided computers to their 512,000 employees "...to create

a competitively superior workforce.”

www.zdnet.com

- * Unisys Outsourcing, with 100% of employees teleworking, reduced office space by 90%, saving \$1 million annually.
MWCOG, 1999
- * IBM Canada had teleworker productivity improvements of up to 50%.
IBM, Canada
- * Teleworkers work 39% from a spare bedroom, followed by 10.5% from the dining room.
ITAC, 2000
- * Of home-based teleworkers, 38% desired more home teleworking.
ITAC, 2000
- * 43% of Canadians would change jobs to an employer allowing telework.
Ekos Research
- * It is estimated that 100MM US workers will Telecommute by 2010.
Kiplinger, 12/00